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TO: **Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**W-2 Agencies**  
**Workforce Development Boards**  
**Job Center Leads and Managers**  
**Training Staff**  
**Child Care Coordinators**

FROM: Amy Mendel-Clemens  
Technical Assistance, Training &  
Education Section  
Bureau of Eligibility Management  
Division of Health Care Financing

**BEM/DWS OPERATIONS MEMO**

No: 06-41

DATE: 08/31/2006

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

**PRIORITY: HIGH**

SUBJECT: **CARES Worker Web Enhancements (September 2006)**

**EFFECTIVE DATE:** SEPTEMBER 6, 2006

**PURPOSE**

This memo describes changes being made to CWW as a result of feedback and suggestions submitted by local agencies.

**BACKGROUND**

Suggested changes to CWW continue to be submitted through CWW Suggestions in Worker Tools. The list of suggested changes is continually reviewed and the items prioritized based on the frequency of the suggestion and its effect on daily workflow for local agencies. The suggested changes with the greatest impact have been implemented with this enhancement to CWW.

**CWW CHANGES**

**Highlight Fields when event panel messages are displayed**

Whenever a yellow event panel message is displayed at the top of a page, the corresponding field will be highlighted in yellow. This will make it easier to locate the field to which the message is referring.

Basic Information		Cancel	Reset														
<p><b>The following events have occurred:</b></p> <p><b>CR008:</b> If you do not provide at least 'First Name', 'Last Name', 'Birth Date', and 'Gender', the system will not be able to identify any potential individual matches.</p>																	
<p><b>Primary Person Information</b></p> <table> <tr> <td>*First Name</td> <td>MI</td> <td>*Last Name</td> <td>Suffix</td> <td>Gender</td> <td>SSN</td> <td>Birth Date</td> </tr> <tr> <td><input type="text" value="C"/></td> <td><input type="text"/></td> <td><input type="text" value="C"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text" value="MM/DD/YYYY"/></td> </tr> </table>				*First Name	MI	*Last Name	Suffix	Gender	SSN	Birth Date	<input type="text" value="C"/>	<input type="text"/>	<input type="text" value="C"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
*First Name	MI	*Last Name	Suffix	Gender	SSN	Birth Date											
<input type="text" value="C"/>	<input type="text"/>	<input type="text" value="C"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>											

### Collect additional contact information for client in CWW

The following fields will be added to the Additional Data page in Client Registration and the General Case Information Page. This will allow the worker to gather and view additional contact information for the applicant. This information is already being gathered on the ACCESS Applications.

- |                                    |                                       |
|------------------------------------|---------------------------------------|
| • Work phone number with extension | • Message phone number with extension |
| • Cell phone number                | • Email address                       |
| • Preferred contact method         | • Preferred contact time              |
| - Home Phone                       | - Early Morning                       |
| - Cell Phone                       | - Late Morning                        |
| - Work Phone                       | - Lunch Hour                          |
| - Message Phone                    | - Early Afternoon                     |
|                                    | - Late Afternoon                      |

Contact Information	
Work Phone :	<input type="text" value="x"/>
Cell Phone :	<input type="text"/>
Preferred Contact Method :	<input type="text"/>
Message Phone :	<input type="text" value="x"/>
Email Address :	<input type="text"/>
Preferred Contact Time :	<input type="text"/>
Alternate Address	

### Default QDWI response to No for applications

When a case is created from an ACCESS Application or a Mail-in Data Entry Application, the QDWI Referral response on the Benefits Received page will be defaulted to <N> for No.

## CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.  
DHFS/DHCF/BEM/JE